

San|ka|pa ISWAR

# Annual Report 2020-21



# ABOUT US

Since 2007, the Kolkata based non profit organization, **Iswar Sankalpa** has been working towards upholding the rights and dignity of the marginalised community of persons with psychosocial disabilities, who are homeless surviving on the streets and those who live in low resource settings. The organization's aim is to ensure their holistic well-being, by supporting them in their recovery and facilitating empowerment, through a person centered, rights-based approach.

Iswar Sankalpa's flagship programme, **Naya Daur** has been acknowledged as one of the 5 best practices of community outreach mental health practices services by the World Health Organization in their recently launched Guidance on Community mental health services in June 2021.

**Vision:** Visible, equitable, inclusive and sustainable socio-economic development of marginalized communities, of the homeless/low-income group with a psycho-social disability

**Mission:** To ensure the dignity and holistic well-being of persons with psycho-social disability, particularly to those from underprivileged parts of society, in a humane manner, and in addition, empower them in attaining their rights



**SARBANI DAS ROY**  
SECRETARY

Dear Friends and Wellwishers of Iswar Sankalpa,

In our 15th year the journey has been one of walking through fire—where each and every Sankalpa (Resolution) that we had taken was subjected to a test of commitment. On one hand was the raging world war with SARS-CoV-2 virus and on the other side our commitment to ensure the wellbeing of the last persons on the street. It was an unequal fight. In a world which had locked down to remain safe, the homeless persons with psychosocial disability had no doors to close on Covid19.

This year, I dedicate this report to the selfless **courage** of our Frontline Warriors, who risked their lives to stand beside those abandoned on the streets. This year, I dedicate this report to the **resilience** of our program participants who braved the adversities, abruptly got disconnected with many of the familiar relationships they had formed and yet held on patiently, learnt to communicate with the new technology– the caregivers mobile phones in order to facilitate regular follow up.

Our commitment to institutionalising Quality Assurance Framework in every aspect of the organization and continuing our investment in creating a ‘Culture of Delight’ through Circle Leadership processes have helped us keep our plot together despite the havoc in the environment.

This year is also about celebrating our new partnerships with Mariwala Health Initiatives, Global Greengrant Funds and Misereor who have stood by us bolstering our strength to deal with the expanded sector of the homeless as a result of the pandemic.

As you read through the pages, may the words of Rabindranath Tagore from the “Crisis of Civilization” ring through that in even the darkest hour, “it is a grievous sin to lose faith in Man”.

Good wishes to a Pandemic Free World. Keep safe my dear friend.

*Sarbani Das Roy*



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# THE YEAR THAT WAS



April 2020 – March 2021 saw us enter a new world order—where the status quo was challenged—living through a pandemic and learning to adapt to an unnatural situation of living indoors for months, maintaining distance from friends and family, being away from outdoor recreational activities constantly involved in a fight or flight situation worrying about contracting the virus, watching close ones get affected by the virus and watching an unprecedented economic collapse. The experience has been fraught with fears, losses, and challenges.

SARS-CoV-2 claimed almost 3 million lives across the world in a period of one year, bringing the entire world to a halt in the months of April and May 2020, impacting the world economy, international relations, disrupt-

ing international supply chains, bringing entire sectors like the tourism & hospitality to a standstill, pushing millions of people into unemployment and poverty.

The mental health crises on the other hand, knew no bounds, for every person is living under the shadow of constant uncertainty—the fear of contracting the virus, loved ones getting sick, inability to support one's family as large scale job losses became a reality.

Persons in low-resource settings who mostly worked in the informal sector as daily-wage workers, small business owners, public transport drivers, domestic workers, vendors, hawkers, and even contractual workers in the formal sector – lost their livelihoods.

Irrespective of where one is placed in the social ladder, every person's wellbeing has been affected. Inequalities have grown exponentially and the world's progress towards sustainable development goals has met a speed-breaker. The gaps in the public health systems, governance, various social institutions and economic landscape became pronounced and widened.

Marginalization of the already vulnerable groups such as the elderly, persons with disabilities, persons living in abusive set-ups, persons living in low-resource settings, have increased manifolds and new vulnerable groups were born.

Persons suffering from chronic, terminal and non-communicable diseases have not been able to access healthcare due

to lack of transportation and over-burdened health systems, leading to irreversible damage and numerous deaths.

Children's social development has been affected due to lack of socialisation; those from vulnerable communities had no access to online education taking away their fundamental Right to Education. The youth have become vulnerable to loneliness and mental health issues, with their careers and future plans stuck in a limbo – the vulnerabilities combined have posed an insurmountable challenge for societies and the world at large.

According to a report by Azim Premji University, 230 million Indians were pushed into poverty as a result of one year into the pandemic. By April 2021, India was reporting highest number of daily new cases, with more than 3000 people succumbing to the infection.

It was also seen that COVID appropriate behaviour was relaxed by February 2021

owing to mass political and religious gatherings.

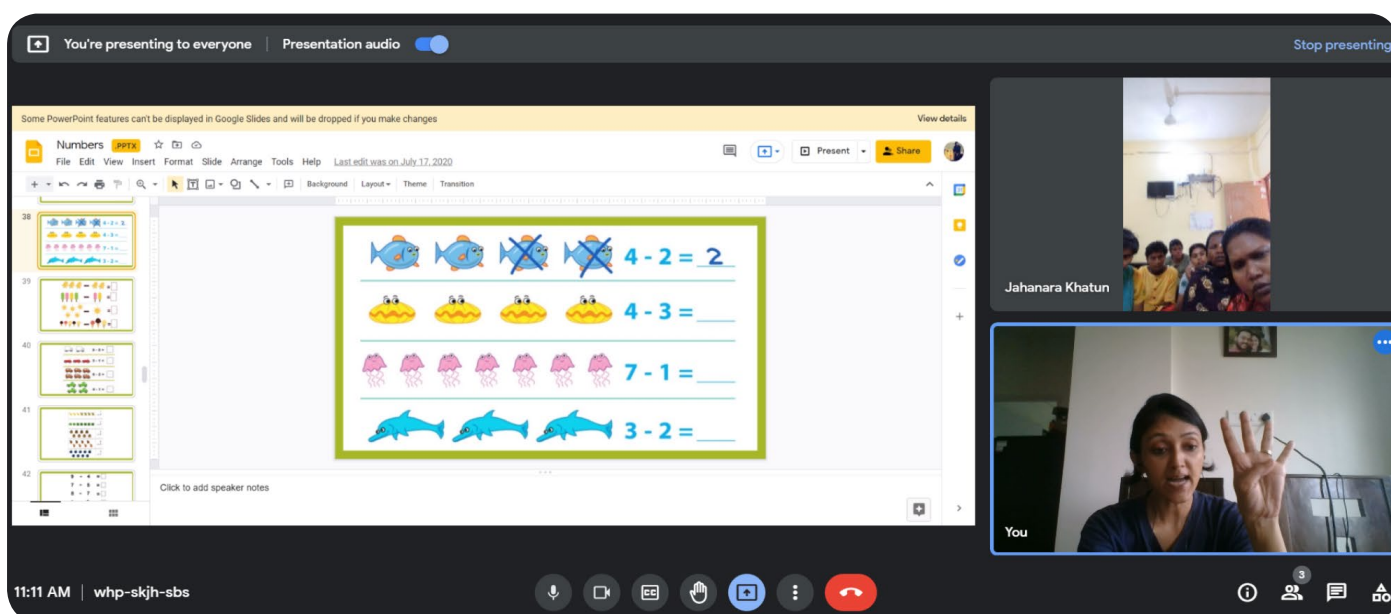
Even the measures to protect oneself from COVID-19 - social distancing, regular washing of hands, maintaining respiratory hygiene using multiple clean masks that are part of wide-scale awareness drives-was impractical for many people living in slums and homeless persons living on the streets. Many live in densely populated informal settlements like urban slums where 6-7 member families live in a single room shanty. Hundreds such shanties exist next to each other where entire communities share a single washroom, water is scarce and available in time windows during which scores of families gather at once to collect their entire day's requirement – the concepts of social distancing and excessive use of water were irrelevant.

Technology has been the weapon that has allowed us to fight this war. Armed with access to internet and smartphones, the persons higher on the social ladder managed to

adapt to the pandemic with organisations providing special budgets to set-up work-from-home spaces. Medicines, groceries and essentials also got delivered to the door-step through online platforms.

A new world order had been established but it exposed a system design that did not take into account the need and realities of marginalised communities. They continue to be part of stop-gap models wherein temporary relief is provided to support a minimum standard of living.

The hope that arises in the face of this pandemic is indeed the resilience in our communities to wade through the strong tides of adversities that the pandemic has presented us with. Youth groups across the country have risen to provide relief to communities in dire need of support. Innovative methods to continue development work and mental health awareness on various digital platform have increased and communities have come together to help each other.





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# PROGRAMME OVERVIEW



## PREVENTION OF HOMELESSNESS DUE TO PSYCHOSOCIAL DISABILITY

### **Urban Mental Health Programme (UMHP):**

*Integrating mental health services with the primary urban health care centres in partnership with the Kolkata Municipal Corporation (KMC) in wards 11, 26, 54, 78 and 82.*

*Building support groups in the community, awareness generation on mental health, gender and violence, working for entitlements, supported livelihood and capacity building of community volunteers.*

## HOMELESS PERSONS WITH PSYCHOSOCIAL DISABILITY

### **Naya Daur:**

*Community based service delivery that reaches out to homeless persons with psychosocial disabilities on the streets, with the aim of building a community support system around them.*

### **Sarbari and Morudyan:**

*Safe spaces for recovery and rehabilitation of urban homeless women and men with psychosocial disability.*

### **Day Care Centre:**

*Day Care centres for providing psychosocial support to our clients from various programmes.*

## REINTEGRATION OF PERSONS WITH PSYCHOSOCIAL DISABILITIES IN MAINSTREAM SOCIETY

### **Reintegration Programme:**

*This focuses on mainstreaming the marginalised population through reunion with families, access to entitlements, avenues for supported employment and community resettlement.*

### **Women's Collective:**

*Working with urban homeless women at the intersection of poverty, gender based as well as state sponsored violence, to create a women's pressure group to access their rights and entitlements.*

### **Crust and Core Cafe:**

*A livelihood venture of Iswar Sankalpa, serving as a training unit cum café to develop skills that will help towards sustainable employment.*

### **Nayagram:**

*An assisted community living programme in Kashipur for those who have recovered but for whom returning home is not an option.*





# HIGHLIGHTS

## NAYA DAUR

Community caregivers stepped up to provide food, shelter, medicines and care to our homeless clients on the street, during the lockdown despite their own economic battles.

**163**

homeless persons with psychosocial disabilities were provided care on the streets itself

**154**

community caregivers voluntarily engaged in the care process

## NAYAGRAM

**13**

homeless women accessed assisted community living programme in Kashipur

## CRUST AND CORE CAFE

**3**

new clients underwent training in bakery

INR  
**118636**

stipend received by the trainees

INR

**409351**

sales recorded by cafe unit

Catered to regular bakery orders from 'Farm to Kitchen' initiative (fresh baked goods delivered at doorstep), Moti Mahal Deluxe (restaurant in Park Street) and Avenida (housing complex in Rajarhat).

## URBAN MENTAL HEALTH PROGRAMME (UMHP)

SUPPORT FOR THE MIND

138, S. P. Mukherjee  
Kolkata  
Phone : 033-2555-1111

**13832**

door to door  
visits conducted

Yoga and Art therapy introduced as alternative therapies in UMHP drawing classes organised by a former client of the programme for children and adults.

**21286**

persons reached  
out through  
awareness and  
the visits

**335**

persons accessed  
psychiatric &  
psychosocial care  
through UMHP

World Mental Health Day, International suicide prevention day, Women's Day and International Happiness Day celebrated with precaution in the Urban Mental Health Programme wards to uplift client and communities' spirits.

## SHELTER PROGRAMMES

Cyclone Amphan left the backyard of the women's shelter in a devastated shape. With the support of Ladies Circle, Kolkata we created a vegetable garden in the space recovered. The garden is now the pride of many of the residents who tend to it everyday.

**90**

homeless persons  
with psychosocial  
disabilities provided  
shelter care

## WOMEN'S COLLECTIVE

Cyclone Amphan left the backyard of the women's shelter in a devastated shape. With the support of Ladies Circle, Kolkata we created a vegetable garden in the space. The garden is now the pride of many of the residents who tend to it everyday.

**30**

homeless women  
led the women's  
collective

## REINTEGRATION

64 homeless clients will exercise their citizenship rights by casting ballot in the upcoming State elections. Ms. Sarbani Das Roy has been selected in West Bengal Accessible Election Committee 2021.

24

homeless clients reunited with their families across the country

70

clients accessed entitlements

## SAKSHAM- VOCATIONAL UNIT

INR  
**95986**

received as stipend by clients

INR

**480139**

total sales recorded by the unit

91

clients across programmes received vocational training

Handmade products made by the participants in the vocational unit were marketed through Facebook; we collaborated with Kopaipaar & Tribe cafes to showcase our work.

## FUNCTIONAL LITERACY PROGRAMME

A training module guiding functional literacy sessions with homeless persons with psychosocial disabilities was compiled internally and will be shared with organisations interested to do similar work.

87

clients across programmes participated in functional literacy sessions.

## AT ORGANISATIONAL LEVEL

One to one awareness and sensitization on Covid, mental health and homelessness organised for the community members across programmes to avoid social gathering.

**126**

clients provided supported employment across programmes

Naya Daur, the community outreach model of the organization selected by Azim Premji University as a case study for the students, teachers, practitioners as well as policy makers.

Along with Health Vision and Research, Kolkata and MUC Women's college, published an article in the Journal of Mental Health and Human Behavior titled, "Understanding of Mental Health-Related Stigma among people in Urban Kolkata" (Feb'21).

INR  
**2916052**

worth donation received in kind

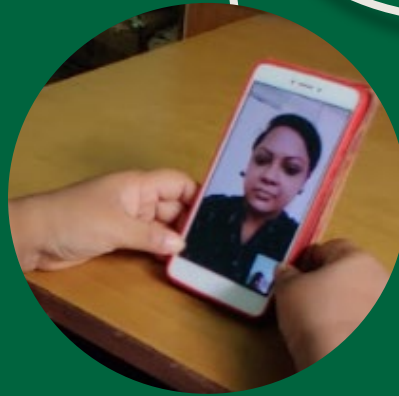
In July 2020, students of LakshmiPat Singhania Academy raised Rs. 24,000 for Iswar Sankalpa through their virtual Model United Nations – Syndicate MUN. In July 2020, a group of grade IX students started an independent initiative called Elevate. Through this initiative they conducted online hobby workshops and the participation fee was contributed to Iswar Sankalpa; they raised Rs. 9100 through this initiative.

# ADAPTING TO THE PANDEMIC

Over the years, the organisation has moulded according to the needs and demands of the changing times. This pandemic compelled us to continuously re-examine our work, approach, and the capacities and capabilities of our clients and stakeholders. It highlighted the importance of investing in the technological readiness of the organisation. The organisation widened its ambit of operations—moving beyond current programmes and target groups to support many other vulnerable social groups with emergency relief. The team adopted several strategies to continue engagement with their clients, team members and other key stakeholders—

## Team communication and planning

Team communication and planning shifted online. The core team's dedicated online meetings and reflexivity enabled the organization to plan and execute relief work for the vulnerable from scratch.



## Small pocket meetings

Small pocket meetings were arranged in the ward health units, following safety protocols, by community volunteers, who played a significant role in identifying clients and families in distress during and post lockdown, continued providing psycho-social support and access to resources.



## Online sessions

Online sessions were conducted on life skills, functional literacy subjects, and cafe modules. Virtual client motivational sessions were organized to cope with the physical absence. An online cultural program was organized where clients performed live on the eve of Rabindra Jayanti.



**Online capacity building sessions**

During and post lockdown, the homeless women leaders (collective) participated in webinars organised by Right to Food & Work Network; Janta Parliament was one such online capacity building session organised that focused upon universal food security programme.



**Tele - counselling and doctor consultations**

During and post lockdown, the teams across our programs actively provided psychosocial support via tele - counselling and doctor consultations for those in need in our shelters as well as on the streets and other outreach fields.

The suddenness of the pandemic left us unprepared and our operations suspended, putting the wellbeing of our service users at stake. It was our front-line workers' support that enabled a drastic shift to the digital world. Technology served as a lifeline for all our endeavours.

**Online training and sales in shelters**

The Vocational Training Unit adapted to online training, production, and sales strategies, continuing sessions in the shelters via video calls during the lockdown period, under the supervision of the full time caregivers. Training in the community had to be suspended.



## PEOPLE SUPPORTED WHEN THEY HAD LITTLE

Years of investment in building social capital gave returns during the most challenging and critical time—the onset of pandemic and lockdown in 2020. It proved to be a litmus test, and the community work stood the test of time! Some of our community caregivers supporting the Naya Daur Programme (outreach community mental health work) went beyond their means to provide support to our clients during the trying times.

Amala Di, one of our community caregivers, who resides near Shyambazar, North Kolkata, took complete responsibility for Indrajit Da, one of our homeless clients, despite no earnings from her tea stall for three months. Ram and Ramaniya are also our clients in the Park Circus field area, whose caregivers though compelled to shut their roadside food stalls, continued to provide care and support to them.

When Nayargam, our rural interdependent community living space, was hit by Amphan, the community stepped in to provide support. There was no electricity for a month. The community arranged for a generator and also helped in arranging water when the pump and aquaguard couldn't be used.



*New entries in the shelters were restricted to ensure the safety of existing residents and post lockdown, safety protocols were laid down for new entries such as a covid negative report, 14 day quarantine post entry in shelters, etc.*

*Some residents in the shelters took ownership and assisted the caregivers in making food, and taking care of the elderly clients. They also helped to clear the inundated shelter despite a power cut, which was an Amphan induced crisis, wreaking havoc in May 2020.*

*Post lockdown, five Marudyan clients returned to their jobs outside the shelter and three new residents partly contributed towards their living expenses, which is a testament to the intensive awareness and sensitization work the organization has engaged in over the years.*

*Upon resuming community sensitization work in July'20, one to one engagement was resorted to, instead of large gatherings to ensure social distancing; leaflets, brochures highlighting the need for mental health and physical health care were distributed in the community spaces.*

## MAMONI: THE BIRTH OF A LEADER



In February 2020, Mamoni, a 35 year old woman, was brought to Sarbari, the shelter for homeless women with psycho-social disabilities. She told us that she used to work as a beautician earlier, and was interested in working in the Vocational Training (VT) Unit.

As the pandemic progressed, the trainers and participants at the unit quickly collected the available resources, and stitched 200 masks in 5 days in March 2020, for the residents of our various shelters. On sensing a burgeoning demand for masks, the VT team dove into its bulk production. 10 clients from Sarbari and 7 clients from UMHP dedicatedly produced masks in bulk, sometimes in the physical absence of the trainers, securing on an average INR 3672/ person as labour charges. Between March 2020 and March 2021, the clients stitched 12,090 cotton reusable

masks out of which, 11,550 masks were distributed during relief work and 540 masks were sold. In total, the unit made sales worth INR 3,25,605.

Amid all the challenges and chaos, shelters witnessed the birth of leaders in 2020 – clients who assumed responsibility for self-care, other clients’ care and donned the hat of a trainer in the vocational unit in the absence of the staff during the lockdown period. Unwavering faith in the stakeholders’ inherent capacities yielded unexpected results. During this time we noticed Mamoni exhibited learning skills, and had mastered the techniques and processes.

Isvar Sankalpa has provided 1436 hand stitched masks in 3000 relief kits for vulnerable people in Kolkata, in one month. Mamoni managed the production of these masks at

Sarbari during the Lockdown. She communicated with home-bound trainers through video calls. She was in-charge of the entire process—coordinating with two other residents of the shelter who helped her in the process of cutting, stitching, washing, counting and packaging of these masks. She has shown exceptional growth and leadership skills working in the unit. After the lockdown period, Mamoni has been assisting the trainers in managing the preparation of the masks and distribution of tasks. Mamoni has earned over Rs. 26,000 between April 2020 and March 2021 from her work at the Unit. She is saving the money to take with her when she goes home. She is currently a peer-trainer and guides other trainees at the unit. Mamoni’s achievement has provided us with further evidence to focus more on peer support and training.

# THE STATE STEPS UP



The pandemic, lockdown and the social distancing accentuated the plight of the homeless and the psychosocially disabled population, intensifying existing social inequalities—the health, economic and psychosocial crises threatened their survival. Empty streets, collapsed social support systems, unemployment, evictions, health care inaccessibility, reduced access to shelter homes run by state/NGOs, limited access to information, lack of political will further pushed them into obscurity. It wasn't the presence of Corona Virus but the absence of food

which presented itself as an insurmountable challenge for the vulnerable group.

We worked relentlessly with the civic bodies to ensure our homeless clients' access to basic essentials and entitlements. The role of the state actors was crucial in aiding the homeless with psychosocial disabilities tide over the most tumultuous times.

Various government initiatives helped us to continue extending support to this most vulnerable and neglected target group.

## Entitlements accessed by persons with disabilities

Voter ID	29
Aadhaar Card	7
PAN Card	12
Disability Card	21
Disability Pension	11
Bank Account	11
Ration Card	33
Swasthya Sathi Health Insurance	46
Pradhan Mantri Garib Kalyan Yojana (PMGKY)	14

In mid-2020, the health unit at ward 82 opened after a prolonged period of renovation, mentioning **'mental health' as one of its primary services** on the signboard- marking the beginning of the end of an 8 years' chase for government's formal recognition of mental health care services alongside general health care.

In March 2021, government's ward health unit 74 upheld homeless persons with psychosocial disabilities' right to health by prioritizing **vaccine drive** for them. 71 clients across programmes and 52 staff members received their first jab.



The organisation entered into an MoU with KMC to scale up the Urban Mental Health Programme from existing 5 ward health units to an additional 3 wards in the coming 3 years.



Kolkata Municipal Corporation (KMC) provided cooked meals and dry ration in both the shelters during the lockdown phase. The local councillors provided food to the homeless clients of the Outreach Programme (Naya Daur) in their respective wards; one of the clients also received shelter during the lockdown period.

One of the residents from Sarbari, completed a 3-month basic computer training under 'Kiran'- project of Kolkata Police initiated to impart training for free in computer education to underprivileged youth, having completed at least secondary education. She received a stipend of INR 1500 for the same.



Clients across programmes received free psychiatric and physical health treatment and medicine from the Govt. hospitals and urban ward health units during this period.



# RELIEF WORK

3000

relief kits distributed to persons in need

150

families in the community of Uttar Kashipur, South 24 Parganas and persons in need in Kolkata were provided blankets during the winters

33

individuals were provided with infrastructural support in the aftermath of Cyclone Amphan

90

persons with severe mental health problems were provided medicines

90

homeless persons with psychosocial disabilities provided dry ready-to-eat kits

923

persons were provided tele-counselling support through 1116 counselling sessions

The period of the lockdown, followed by movement restrictions and unavailability of public transport exposed the vulnerability of the working class in India who without jobs, food and shelter were left entirely to fend for themselves. The non-payment of wages, the laws of the public distribution system and the non-availability of health services in both rural and urban India exposed a glaring gap where the most marginalised are without any safety net. Several organisations and ordinary people on the ground rose to the challenge

of relief and support activities for the vulnerable populations who were left stranded with no means for survival.

Iswar Sankalpa went beyond the homeless and home-based population we work with, and reached out to the scheduled caste and tribes in South 24 Parganas and hundreds of families living in informal settlements of Kolkata. Iswar Sankalpa team, in collaboration with its partners, started various kinds of intervention towards short-term relief and long-term benefits.

Throughout the year counsellors and social workers of the Urban Mental Health Programme (UMHP) provided tele-counselling services to clients of UMHP amidst this second-wave wherein physical presence at the clinic posed a risk to both service provider and client. The community volunteers of the UMHP actively kept in touch with members of their community to be updated on the situations and challenges they were faced with, accordingly relief kits and medicines were provided.



**FIRST PHASE**  
(April- May 2020)

We assisted people in financial distress with no means to secure food for themselves and their families during the lockdown.

**SECOND PHASE**  
(June-July 2020)

We supported people who lost their jobs during the pandemic including our community caregivers who incurred significant losses during Supercyclone Amphan.

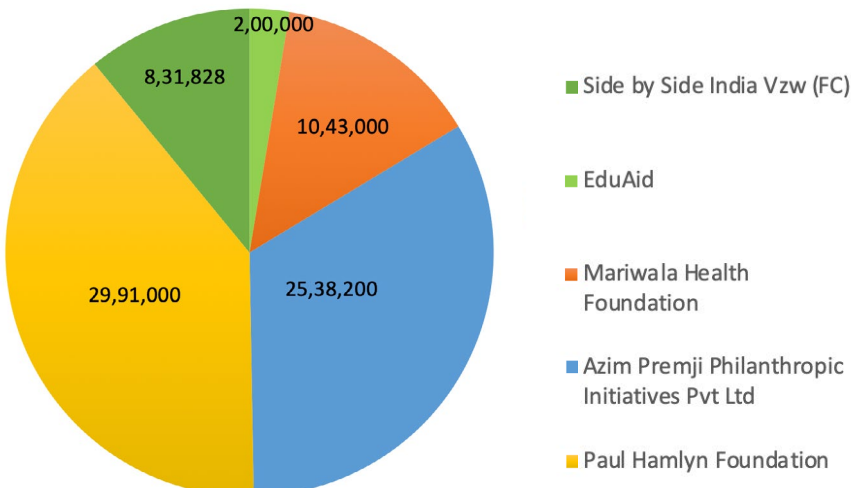
**THIRD PHASE**  
(September-October 2020)

We provided food supplies to families struggling with unemployment and assisted people who are part of our mental healthcare programmes.

**FOURTH PHASE**  
(January- March 2021)

We continued to provide relief to more at risk families. A three day workshop for the wellbeing of our social workers was conducted during a small retreat.

**FUNDRAISING FOR RELIEF DISTRIBUTION**



## CHALLENGES OF RELIEF DISTRIBUTION

### LOSS OF CONTACT

Many clients who travel from the suburbs to work in the city lost their livelihoods. They were unable to recharge their cell phones and we lost contact with many of them. They were unable to receive our assistance.

### CONTAINMENT ZONES

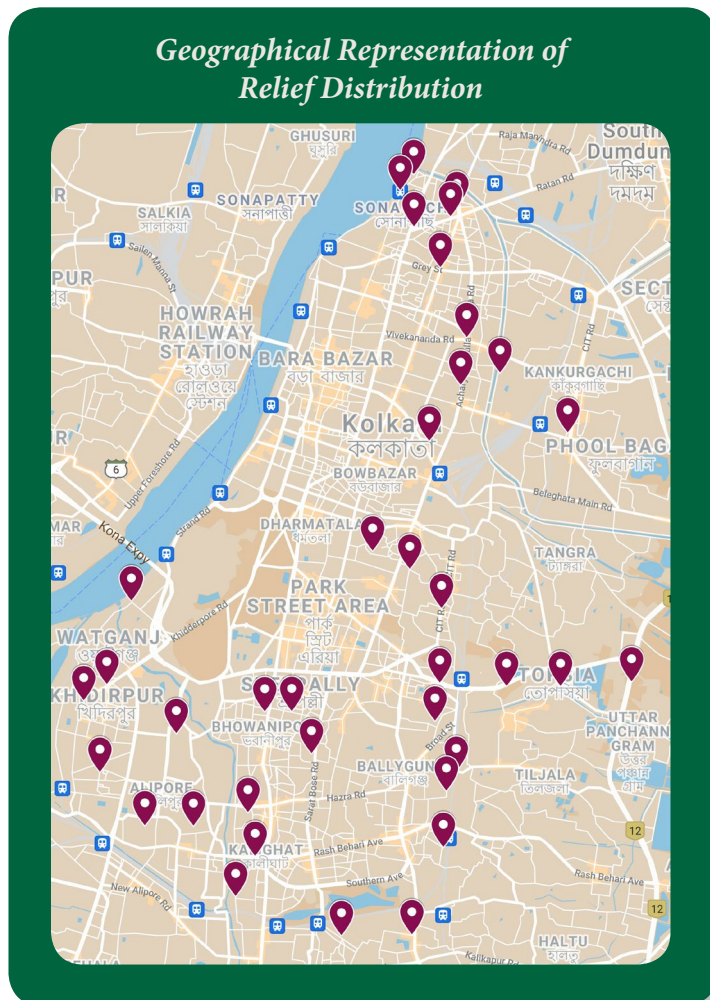
We have had to plan our relief distribution work very carefully around the containment zones. People from containment zones have been reached out and provided help with extreme precautionary measures.

### MAINTAINING SOCIAL DISTANCING

We couldn't distribute relief kits within some of the crowded urban slums as maintaining physical distance was a challenge. Hence, we conducted the relief distribution work close to, yet outside the crowded settlements.

### REPEAT DISTRIBUTIONS

A challenge was ensuring that the same family didn't take more than one relief kit, as they were limited in numbers and we wanted to ensure every family got one.





## SALT, WATER, RICE

Shikha is passionate about her children's education but her alcoholic and abusive husband wasn't. Iswar Sankalpa started working with her in 2015 when she was struggling with anxiety and grief. After counselling and vocational training she got a job at a tailoring workshop and convinced her husband for their children's education.

But during the lockdown her family got unemployed, they had been living on salt, rice and water. They were in distress and when our counsellor informed her about the relief kits and told her she didn't have to worry about food anymore, shikha was overjoyed. Because of Iswar Sankalpa's relief kits her family could finally eat something other than Salt, Rice and Water. Her family was one of hundreds of such families that benefited from the relief kits.



## CHALLENGING PATRIARCHY AT RELIEF DISTRIBUTION

'Mukto Kanto Mahila Samiti' is a collective of homeless women demanding their right to health and shelter from Government authorities.

Shibani Patre, a member of the collective surveyed her local slum community and found 60 households were in dire need of food supplies. The collective organised relief kits distribution in their locality. The men weren't happy, along with the local police they tried to stop the distribution but the women collectively resisted. Despite the heavy pushback they distributed the relief kits to the families in need.

Shibani had to put her foot down, resist the men and fight the police to help her community. She challenged the patriarchal order in her community despite the pandemic and we wish her more power.



## THE DOUBLE WHAMMY

Cyclone Amphan hit West Bengal on 20th May 2020 and destroyed major parts of Kolkata, Hooghly, Howrah, North and South 24 Parganas.

Our organisation suffered heavy damages. The shelters were inundated without electricity for days, leaving the residents shaken with fear and distress. The cyclone was extremely catastrophic for our homeless clients. Being unable to contact many of our team members even 5 days after the cyclone drowned us in uncertainty.

### *May God Bless You*

*Purnima is a caregiver at our Sarbari Shelter, her family lives in a kaccha house in Gangasagar, South 24 Parganas. The supercyclone Amphan severely damaged her house, blowing away half the room and ruining most of their belongings.*

*Since the lockdowns their economic situation was in a slump but the cyclone tanked it even lower. She did not only lose her roof but their family documents, photographs and everything they called home. Her family found a temporary shelter at the local school.*

*Her family lost their home while she was safe at the shelter providing care. She was deeply distressed and when we provided support to rebuild her house she said “ei sahajjer taka ta amader khub upokar koreche, amra bujhte parchilamna ki kore abar ghore firbo. Eta bhogoban er ashirvad, er moto jak koreche, bhogoban apnader mongol koruk.”*

*“This money will help us a lot, we were at our wits end and couldn’t understand how to go home, this is God’s blessing, may God bless you!”*



# FRONTLINE WORKERS' VOICES

Homeless persons with psychosocial disabilities, indigenous villagers, persons from other deprived and disadvantaged communities were supported by a team of employees and volunteers who work on the frontline but seldom make it to the forefront. This is to honour their contributions, struggles, sacrifices and their unheard voices.



## Who Comes First?

*Naya Daur (Outreach programme) team worked under the most challenging circumstances; engaging in an incessant dialogue with themselves, between themselves and with the organisation. Majority of the strategies and approaches to the work no longer served them, pushing them into deep states of dilemma-*

*“Should we walk that extra mile in the hope that the missing client will be found or is it a futile attempt which will only eat into our precious field time? Can we extend our caring touch or refrain from doing so, for it would violate social distancing norms? Can we stop to breathe some fresh air without the mask or continue marching under the glaring heat in the drenched masks? Should we continue supporting the community caregivers who express their dire need or reconsider requests for they could become dependent? Are we genuinely unwell or experiencing somatic manifestations of fear and stress after completing field work? Will I be carrying the infection back to my family or Am I overthinking and shunning my duty as a social worker?”*

*Who comes first- I, my client or my family?*

“ Relationship with my clients was defined by smiles and laughter which got concealed behind the masks...post lockdown, clients had relapsed, couldn't recognise me and I had to start all over again...

**DEBAPRIYA**

Social Worker, Naya Daur Programme



“ I saw the trainees take more responsibility in our absence; pandemic has been a lesson in letting go, and recognising and reposing faith in their capacities & capabilities.

**BASANTI**

VT Trainer, Saksham Programme



“

My client was unwell and I entered the COVID ward with my face shield, gloves, masks. I didn't want to go back home. That night I slept in a separate room. I battled long conversations in my head and the next morning I held my son again.

**NADIM**

Social Worker, Naya Daur Programme

“

Pandemic revealed cracks in our system- hospitals were in utter chaos; I did everything from taking ailing street clients to the hospital, to ensuring that their nebulizer was working... I sensed a lack of humanity. Despite all the efforts, we lost two of our clients- it's my unhealed wound.

**KALU**

Social Worker, Emergency Officer



“

Ostracization was a price I paid for my service during the pandemic-neighbours changed their route if they saw me pass by and vacated the area where I fetch water.

**NISHA**

VT Trainer, Saksham Programme



# ACKNOWLEDGING SOCIAL WORKERS



Working on the frontlines during the COVID-19 pandemic has caused unprecedented pressure on the wellbeing of social workers. Exposure to excessive stress for prolonged periods has led to the feeling of burnout in many.

A residential workshop was thus conducted for 24 team members. The participants were decided based on a nomination system wherein all staff members nominated the persons, who have pushed themselves and worked on the frontline, during the Lockdown. The participative workshop

encouraged social workers to give words to their experience of providing care amidst the pandemic, delve into their thoughts and beliefs to help identify the source of strength in them and support each other in charting out a path of self-growth.. A lot of sharing, swimming in the sea, seeing free versions of each other gave much needed respite to all.

In a separate event all the social workers and front-line workers of Iswar Sankalpa were acknowledged for their contribution and courage.

## *Major Objectives of the Residential Workshop*

- *To uplift the morale and motivate the employees*
- *To keep people engaged and connected*
- *To enable participants to recognize their own strengths*
- *To highlight the struggles of the homeless with psycho social disabilities*

## THE ALTRUISTS

The pandemic has not only been a global health issue but also an economic crisis catalyst. With the resulting lockdown and restrictions to control the spread of the virus, millions across the globe lost their jobs overnight. The uncertainty of the situation continues to be a challenge.

According to a report, State of Working India 2021 – One Year of Covid-19 by The Azim Premji University, about 100 million

people lost their jobs during the nationwide April-May 2020 lockdown. Even by the end of 2020, about 15 million workers remained out of work. The report also revealed that the 1st wave pushed 23 crore people below the poverty line.

Even in such a dire scenario, Iswar Sankalpa and its key funding partners vowed to continue to provide care and support to the clients. It was only

because of the unwavering support of our funders during these trying times, that the organisation was able to disburse the salaries to its staff- the backbone of the work. This also ensured that the invisible population as well as other new vulnerable social groups would not get thrown at the mercy of the grim situation.



### Shamima's Eidi

*The lockdown got announced all of a sudden, leaving little time to make preparations. Being stuck inside the house, Shamima, the rehabilitation officer of the Urban Mental Health Program, received daily calls from clients asking for help. When she went for their home visits, she saw the extent of suffering all around – people had lost their jobs, families were struggling for three square meals a day, some had resorted to begging to make ends meet. The situation was disheartening.*

*When her full salary came in, she knew what she needed to do. Taking the help of the volunteers, she got a list of the requirements of different clients. She gave her salary as an Eidi (gift) to help those families in need.*

*Kindness is a chain and a change reaction. These collective acts of kindness, lie at the heart of the philosophy of Ubuntu, “you are because they are.” No person should be left behind.*

## NISHA'S STORY OF CHALLENGING PATRIARCHY

It is a saying in our society – After marriage, her only duty is towards her husband's family. Nisha, a vocational trainer in Iswar Sankalpa, challenged this expectation. The lockdown hit hard at Nisha's maternal home in the village. Her father, brothers, and brother-in-law all lost their jobs. Being the breadwinners of their family with young children, they were struggling to make ends meet. Soon after, Amphan wreaked havoc and snatched the roof over their heads. With no respite, Nisha undertook the responsibility.

According to Nisha, she was the only member in the family who was getting an income. She arranged dry ration for her family, gave money to buy plastic for a make-shift roof, and provided financial assistance. Never did she once falter in her responsibilities towards her in-laws. At each step, her husband was by her side and gave her the support to continue.

# NEW BEGINNINGS: ORGANISATION DEVELOPMENT

As we retrace our steps to the beginning of 2020-21 financial year, the very time we became compelled to combat an invisible war, unarmed, we realize that we SURVIVED the seemingly unending ordeal and we surely survived it well!

The organizational realities were weighing down heavily—we had to raise funds when 4 funding cycles were coming to a complete close, ensure clients' and staff's well-being, plan human resource for existing and future programmes especially when the world is reeling under the cascading impact of the pandemic. But the changing reality, restraint and the lockdown, unlocked our curiosity, unyielding hope, intuitive and innovative approaches. We were surprised by the small discoveries about ourselves, each other and the world around us. A bundle of new initiatives and approaches was possible when as an organization, we began learning to answer the question—

WHAT MATTERS TO US.



Artwork by Gunjan  
Chandak Khemka





## **CIRCLE LEADERSHIP PROCESS DOCUMENT**

Ms. Anuradha Saha, a consultant, weaved a circle leadership process document that outlines the organisational value of instituting a collaborative and shared leadership to make the cause and the commitment outlive the Founder's vision.

## **NEW FUNDERS ON BOARD**

When the funding crisis began looming large, Mariwala Health Initiatives joined hands to support UMHP, Cafe, Outreach and Reintegration programmes; Global Green-grants Fund stepped forward to fund the Women's Collective Programme and Misereor pledged support to Marudyan, Day care centres and Nayagram.

## **ONLINE FUNDRAISER**

An online campaign was curated around the medium of performing arts- Art for Relief. The work of performing artists from across the country was showcased on Facebook over a week, helping us raise INR 37,400; the success propelled us to launch part 2 and 3 of the campaign where even the work of our own clients was featured.

## **CAFE TURNED INTO A CLOUD KITCHEN**

After the lockdown was lifted, the Café focused on take- aways and diversified the menu. The team completed onboarding on Swiggy and Zomato in 2020-21 for online orders and deliveries.

## **DIGITIZATION**

The pandemic spurred the adoption of technology for executing all doctor consultations, therapeutic activities and meetings. All staff members across the verticals learnt to 'Zoom.' A Semi-automated MIS was installed for the shelter programmes.

## **FARM TO PLATE INITIATIVE**

In November 2020, freshly harvested winter vegetables from Nayagram were delivered at the doorstep; we partnered with two of our well- wishers for outreach and delivery. Between November and March, 200 city households were covered, helping us record sales worth INR 2,18,206.

## **QUALITY ASSURANCE FRAMEWORK**

Having developed SOPs, the organization decided to work on developing 'Quality Assurance Frameworks' for all its programmes with the help of Dr. Vikram Gupta, a public health consultant. The need for a culture of commitment, participation and responsiveness, where all the staff are attuned to their responsibility towards quality processes and outcomes, had assumed paramount importance. The process is underway and will be completed by mid 2021.

# WAY FORWARD

## IDENTITY

Consolidate and communicate the vision, mission, values, Ethos, uniqueness and the evolving role of the organisation

## ENERGY

Institute a culture of delight and collaborative leadership within the organisation to maintain the flow & momentum

## HEALTH

Strengthen funding portfolio, intensify focus on clientS and staFF'S well- being, build coping strategies and harness power of adaptability



Iswar Sankalpa endeavours to remain impactful in an ever changing, challenging and complex social milieu by investing in developing as a 'learning organization'. Capacity building sessions, various internal and external avenues for dialogue, discussions and reflections and development of systematic practices from responding to emerging needs and demands enriches organization's service to its primary stakeholders.

We nurse the aspiration to advance models of quality person-centred care and intervention, which is rooted in the Japanese philosophy and concept of 'Kaizen'- building a culture of continuous, incremental improvement that will result in desired and effective change.

### *Key Developments in the Pipline*

*Set up a group home for recovered Morudyan residents.*

*Prepare Standard Operating Procedure (SOP) for Nayagram programme.*

*Expand Naya Daur programme to 15 new wards and UMHP to 1 new ward health unit.*

*Offer consultancy to ngos interested in Quality Assurance Framework (QAF) development.*

Align and integrate processes and systems with the explicit values and goals of the organization: democratize decision making, enhance leadership skills across verticals, build a culture of ownership and increased commitment, infuse joy in the working environment

Invest in building organisation's technological prowess by semi-automating certain systems, MIS, organising online meetings and trainings

2020-21 has been a defining year where we've resolved to nurture organisational identity, health & energy. We aim to—

Amplify clients' voice and choice by increasing their representation in programme monitoring process and document learnings from various interventions to make service delivery more tailored to the needs of the service users

Exchange rich learnings and expertise with key stakeholders in the sector to foster shared responsibilities and collectivized action in the face of critical developmental issues

Sharpen focus on staff wellbeing especially frontline workers by creating safe spaces for sharing and healing

Shift from a grant based to a revenue-generation model to ensure a steady stream of funds. Meticulously plan the emerging role- that of a technical resource in the sector while ensuring quality service provision

Introducing dynamism and flexibility in designing programme processes and systems and training staff are imperative to adapt responses to emerging and ongoing challenges and crises. The in-built system of reviews and reflections enable the organisation to reconfigure its approach to the cause.

# GOVERNANCE, ACCOUNTABILITY AND TRANSPARENCY

## Governing Body 2020-21

Name	Gender	Occupation	Position	Amount paid in 2020-21 (in INR)	Form of payment
Dr. Prabir Paul	Male	Psychiatrist	President	261000	Consultancy
Mr. Rajendra Khandelwal	Male	Business	Vice-President	Nil	N.A.
Ms. Sarbani Das Roy	Female	Director of Iswar Sankalpa	Secretary	987360	Salary + Consultancy
Ms. Rinku Soni	Female	Entrepreneur	Asst. Secretary	Nil	N.A.
Dr. Srikumar Mukherjee	Male	Psychiatrist	Treasurer	345400	Consultancy
Mr. Surajit Ray	Male	Corporate Trainer	Member	Nil	N.A.
Dr. Abir Mukherjee	Male	Psychiatrist	Member	115500	Consultancy
Ms. Jayati Saha	Female	Lawyer, Photographer	Member	Nil	N.A.
			Total	1709260	

## Governing Body Meetings in 2020-21

Date	Attendance
5/18/2020	7/8
8/21/2020	6/8
10/31/2020*	18
12/18/2020	6/8
3/24/2021	7/8

\*Annual General Meeting

## Information on Distribution of Staff by Gender and Salary

Slab of Gross Monthly Salary (in Rs.) Plus Benefits Paid to Staff	Male Staff	Female Staff	Total Staff
5001-10000	4	1	5
10001 - 15000	12	14	26
15001-30000	6	18	24
30001-50000	1	-	1
>50000 Total	-	3	3

Type of Personnel	Male	Female
Paid (Consultant)	3	1
Paid (Volunteer)	-	10
Unpaid (Volunteer)	-	1
Interns	-	4

## Details of National and International Travel by Staff/ Board Members at the expense of the organization in 2020-21

Travel Details	Amount (Rs.)
Total Cost of National Travel by Board Members/Staff on behalf of the Organisation (Included- Staff Training, Attending Meeting/Conference) -	-
Total Cost of International Travel by Board Members/Staff on behalf of the Organisation	-

# AUDITOR'S REPORT

To  
The Members  
**Iswar Sankalpa**  
138 S. P. Mukherjee Road,  
Kolkata 700026

## Report on the Financial Statements

We have audited the Consolidated Financial Statements of ISWAR SANKALPA, a Society registered under the Societies Registration Act 1961 which comprise the consolidated Balance sheet as at March 31, 2021, and the Consolidated Income and Expenditure Account and the Consolidated Receipts and Payments Account for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

The consolidated financial statements have been compiled and prepared incorporating the independently prepared financial statements audited by us as at 31st March, 2021 of the General Fund, General Fund – FC, Project ASCENT, SAMPOORNA, SHELTER FOR URBAN HOMELESS (MEN) – T.S.M.T., SHELTER FOR URBAN HOMELESS (MEN) – MORUDYAN, SHELTER FOR URBAN HOMELESS FOR WOMEN, AROGYA, NAYADAUR, SAMBANDHAN- TATA TRUST, SAMBANDHAN – TIDES FOUNDATION, SAMBANDHAN –MARIWALA HEALTH INITIATIVE, AZIM PREMJI PHILANTHROPIC INITIATIVES, VOCATIONAL UNIT & CAFÉ UNIT, and CORE SUPPORT- OAK.

## Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management of the Society is responsible for the preparation of the financial statements and give a true and fair view of the financial position and financial performance in accordance with the Accounting Standards generally accepted in India. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation and compilation of the financial statements that give a true and fair view and free from material misstatement, whether due to fraud or error.

## Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Standard on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of

users taken on the basis of these financial statements.

## Emphasis on matters

We have emphasized on the facts that the items of accounts for the General Fund and individual Projects of the Society carried out by it are recorded as independent set of separate units of Accounts and the consolidated statements of accounts are prepared incorporating them accordingly.

Further the Grants in Aid received for each project are considered as new or added liability in the each project.

Further, where the terms and conditions of the funding agencies so provide, the interest earned and the bank charges deducted are apportioned to the integral part of grants funded and otherwise the rest of interest and bank charges are apportioned to the Income and Expenditure Account as part of revenue items.

## Basis for Opinion

We conducted our audit in accordance with Standards on Auditing (SAs). Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the entity in accordance with the ethical requirements that are relevant to our audit of the financial statements, and we have fulfilled our other responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Opinion

In our opinion, the accompanying consolidated financial statements of the entity are prepared, in all material respects, in accordance with the Laws of the country applicable to the Non-Government Organizations or Institutions and give a true and fair view

1. of the consolidated financial position of the entity as at March 31, 2021; and
2. of its consolidated financial performance for the year then ended in accordance with the Accounting Standards issued by the Institute of Chartered Accountants of India (ICAI).

**For De Subir Kumar & Co.**

Chartered Accountants  
Firm's Registration No. 317010E

**CA Subir Kumar De**

Proprietor  
Place: Kolkata  
Membership No. 053022

Date: 16-10-2020  
UDIN : 20053022AAAAAD159

# CONSOLIDATED BALANCE SHEET AS OF 31ST MARCH 2021

LIABILITIES.	Sch	AMOUNT	AMOUNT
<b>GENERAL FUND</b>			
As per last A/c		11488196	
Add: Excess of Income over			
Expenditure		2479680.21	13967876.2
<b>CORPUS FUND</b>			
As per Last A/C			3542370
<b>FIXED ASSETS RESERVE</b>	J		11721233.7
- Annexure - B			
<b>CURRENT LIABILITIES</b>			
Unutilized Grant in Aid	J		13455123.3
- Annexure - B			
Profession Tax Payable	F		6900
Tax Deducted at source	G		38525
Employees cont. to PF Payable	I		60253
Employers cont. to PF Payable	I		60246
<b>Total.</b>			<b>42852527.2</b>

ASSETS.	Sch	AMOUNT	AMOUNT
<b>FIXED ASSETS</b>	H		13630257.4
<b>Advance for Land</b>			
- Advance against Construction(Kashipur)		8274	
- At Netra, Jibontala		200000	208274
Security deposit for CESC			163320
Security deposit for café machine			20000
Tax Deducted at source			8100
<b>CASH AND BANK BALANCES</b>			
Synd.Bank A/C 95032010048521		7464967.44	
Synd.Bank A/C 95032010054251		16216.22	
Synd.Bank A/C 95032010058129		7106635	
Synd.Bank A/C 95032010058114		403371.24	
Synd.Bank A/C 95032010054140		15496.89	
SBI A/C 35161193511		10077258.6	
Bank of Baroda A/c 00360100011		5000	
Axis Bank A/C 910010048707207		3605016.74	28693962.1
Cash in hand			128613.55
<b>Total.</b>			<b>42852527</b>

Notes on Accounts - Annexure C

This is the Consolidated Balance Sheet signed in terms of our Report of even date.

**For De Subir Kumar & Co**

Chartered Accountants

FRN 317010E

**CA SUBIR KUMAR DE**

Proprietor

MRN 053022

UDIN : 20053022AAAAAD159

**Dr. Prabir Paul**

President

**Sarbani Das Roy**

Secretary

**Dr. Srikumar Mukherjee**

Treasurer

Kolkata,20-07-2021

# CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED MARCH 31, 2021

EXPENDITURE	Sch.	AMOUNT. RS.	AMOUNT. RS.
To Direct Programme Cost	A		12105133
To Programme Related Cost	B		1125994
To Programme Support Cost	C		879355
To Staff Salary & Others	D		15555420
To Overhead Cost	E		483431
To Provident Fund Paid			6678
To Reimbursement to Tata Trust			1101280
To Bank Charges			14205
To Depreciation	H		1473375
To Excess of Income over Expenditure			2479680
			<u>35224551</u>

INCOME	Sch.	AMOUNT. RS.	AMOUNT. RS.
By Donation Received			
- Foreign Donation		197130	
- Donation General		<u>2499578</u>	2696708
By Sponsorship Received			1600
By Annual Membership Fee			20000
By Grant in Aid Utilized			
- As per ANNEXURE B	J		30007096
By Amount Transferred from			
Fixed Assets Reserve	J		1223638
By Bank Interest			
Syndicate Bank		75327	
AXIS Bank		<u>73135</u>	148462
By Sale of Vocational Material			399389
By Beneficiary contribution			36800
By Sale of Sale from Crust & Core (Café)			409176
By Sale from Nayagram			241422
By Interest on TDs (Ay 19-20)			470
Expenses (Written Back)			39790
			<u>35224551</u>

This is the Consolidated Income and Expenditure Account signed in terms of our Report of even date.

## For De Subir Kumar & Co

Chartered Accountants  
FRN 317010E

### CA SUBIR KUMAR DE

Proprietor  
MRN 053022  
UDIN : 20053022AAAAAD159

### Dr. Prabir Paul

President

### Sarbani Das Roy

Secretary

### Dr. Srikumar Mukherjee

Treasurer

Kolkata, 20-07-2021

# CONSOLIDATED RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED MARCH 31, 2021

RECEIPTS.	SCH	AMOUNT	AMOUNT
To Balance B/d			
Cash in hand		205731	
Synd.Bank A/C 95032010048521		13256578	
Synd.Bank A/C 95032010054251		70262	
Synd.Bank A/C 95032010058129		4399050	
Synd.Bank A/C 95032010058114		39865	
Synd.Bank A/C 95032010054140		1049756	
SBI A/C 35161193511		9178907	
Bank of Baroda A/c 00360100011525		5000	
Axis Bank A/C 910010048707207		3168053	31373202
To Donation Received			
- Foreign Donation		197130	
- Donation General		2499578	2696708
To Internship Received			1600
To Grant in Aid Received			
- Project Nayadaur (THF)		1813476	
- Side by Side		831828	
-TSM		40000	
- Mariwala Health Initiatives		3648329	
- A.P.P.I		12005400	
-Global Green Grants		494720	
Shelter for Urban Homeless (Men & Women)		1580815	
- Project Sampoorna(PHF)		5074424	25488992
To Annual Membership Fee			20000
To Bank Interest			
Syndicate Bank		538347	
AXIS Bank		73135	611482
To Beneficiary Contribution for hygiene			36800
To TDS refund for AY 19-20 include interest			19170
			39790
To Sale of Vocational Material			399389
To Sale of Nayagram (Kashipur)			241422
To Sale from Crust & core (Café)			409176
To P.Tax received	M		82370
To T.D.S. Deducted or Received	N		348323
To Employee Contribution to PF	O		653475
To Employer's Contribution to PF	O		654779
To Social security for staff (ESI)			276698
<b>Total</b>			<b>63353377</b>

PAYMENTS.	SCH	AMOUNT	AMOUNT
By Direct programme cost	A	12105133	
By Programme Related cost	B		1125994
By Programme Support cost	C	879355	
By Staff Salary & Others	D	15555420	
By Overhead Cost	E	483431	
By Bank Charges			18742
By P.Tax paid	F		83060
By T.D.S. paid	G		332616
By Employee's Cont. to PF	I		657334
By Employer's Cont. to PF	I		658645
By Social security for staff (ESI)			276698
By Fixed Assets	H		1246415
			6678
By Reimbursement to Tata Trust			1101280
By Closing Balance C/d			
Cash in hand		128614	
Synd.Bank A/C 95032010048521		7464967	
Synd.Bank A/C 95032010054251		16216	
Synd.Bank A/C 95032010058129		7106635	
Synd.Bank A/C 95032010058114		403371	
Synd.Bank A/C 95032010054140		15497	
SBI A/C 35161193511		10077259	
Bank of Baroda A/c 00360100011525		5000	
Axis Bank A/C 910010048707207		3605017	28822576
<b>Total.</b>			<b>63353377</b>

Notes on Accounts - Annexure C

This is the Receipts & Payments A/c signed in terms of our Report of even date.

**For De Subir Kumar & Co**

Chartered Accountants

FRN 317010E

**CA SUBIR KUMAR DE**

Proprietor

MRN 053022

UDIN : 20053022AAAAAD159

**Dr. Prabir Paul**

President

**Sarbani Das Roy**

Secretary

**Dr. Srikumar Mukherjee**

Treasurer

Kolkata, 20-07-2021



## OUR PARTNERS

Azim Premji Philanthropic Initiatives	Side By Side
Global Greengrants Fund	Social Welfare Department, Government Of West Bengal
Mariwala Health Initiative	The Hope Foundation Ltd
Oak Foundation	Tides Foundation
Paul Hamlyn Foundation	

## ORGANISATIONS WHO SUPPORTED US

Acceltree Software Pvt Ltd
Alipore Ashok Club
Anant Asha Foundation
B. P. Trading
Bhumishuta
Blue Horn Technologies Pvt Ltd
Canara Bank Employees Union
Celica Hospitality
Cotton Casuals India Pvt Ltd
Eduaid Trust
Gaurav Enterprises
Hive India
Inner Wheel Club Of Calcutta Mid West
Itachuna
IWC Kolkata East Land
J.D. Birla
Jodhpur Tea & Industries Pvt Ltd
Jrd Industries
Kolkata Knights Ladies Circle 147
Kolkata Psychiatric Club
Kopaipar
Miq Digital India Pvt Ltd
P C Nariala Educational Welfare Trust
Parashar Distributors
Prava Madanlal Goyenka Foundation
Ramswaroop Bimal Kumari Dhoot Trust
SVF Entertainment Pvt Ltd
Syndicate MUN 2020, Vanshvardhan Chomal
Tata Housing Avenida
Tribe
Vendors - Lexus Credit Private Limited
Waia Kolkata.Org
Young Indians

# INDIVIDUALS WHO SUPPORTED US

A. Raha	Benow	Kaashvi Khemka	Paramita
Abanti Dasgupta	Bidisha Barman	Kakali Dasgupta	Parita Shah
Abhay Jaiswal	Bubly Singh	Kanika Chatterjee	Partha Saha
Abhilasha Kajaria	Carsten Wicke	Kastura Bandhapadhyay	Parthvi Desai
Abhinava Bagchi	Chaitali Kumar	Kavya Sai Yarlagadda	Pawan Kumar Agarwal
Aditi Bhattacharya	Chandan Basu	Kishore Mohan	Piya Rao
Aditya Athalye	Darius Bahadurji	Konkana Maitra	Poulami Bhattacharya
Adnan	Debarati Bhattacharya	Korak Basu	Prabir Kr. Paul
Advait Goel	Debasish Deb	Kusum Agarwal	Prahlad Rajgaria
Adya	Debraj Ghosh	Lalita Jhajharia	Prama Datta
Agniv Dass	Deepak Dabkara	Lipi Chatterjee	Pranay Kejriwal
Ajanta Choudhury	Deotima Mukherjee	Lisha Charley	Prapti Jhajharia
Akshita Agarwal	Devang Yadav	M.K. Nowrojee	Prasanta Kumar Basu
Alka Jaiswal	Dibakar Das	Maanya Kejriwal	Pratima Saraf
Alvia Islam	Dipak Banerjee	Madhumita Choudhury	Priyal Kothari
Amit	Dipankar Adhikary	Madhuri Nawalgaria	Priyam Sharda
Amit Shaw	Diptendra Narayan Basu	Mahuya Guha	Priyanka Mallik
Amitava Ghosh	Disha Saraf	Malini Chongder	Pryash
Amrita Baid	Divya Himatsingka	Mallica Guha	Pushps Satnakia
Amrita Sarna	Dr Asma Khan	Mamata Dhar	Radhe Shyam Bhootra
Ananth Kr. Mudra	Dr Mirna Guha	Manami Basu	Radhika
Anchal Vagani	Durgadas Basu	Mangala Maity	Rahul Bhattacharya
Anirban Roy	Gargi Chowdhury	Manisha Agarwal	Rahul Ghosh
Ankit Golchha	Gargi Sharma	Manjori Kundu	Rahul Ghosh
Ankita Agarwal	Garima Jhavar	Manju Podder	Rai Banerjee
Ankita Bose	Gaurav Tibrewal	Manjula Paul	Raj Bhattacharjee
Ankita Kumari	Gita Rani Das	Manmohan Mittal	Raj Garia
Anuradha Shah	Global Greentrants Fund	Megha Agarwal	Raja Sundaram Sridhar
Anusree Ghosh	Harcharan Singh	Mita Chakraborty	Rajan Ghai
Anwesha Chakraborty	Harsh Madhogaria	Mita Roy	Rajeev Modi
Arindam	Himanshu Baid	Monali Basu	Rajendra Gadadhar Karandikar
Aritra Ganguli	Hugo	Moumita Halder	Rajendra Khandelwal
Arjun Kar	Indrajit Sanyal	Namrata Saraf	Rakhi Sankar Ghosh
Arnab Chandra	Indrani Chatterjee	Nandidni Mukherjee	Rama Singhania
Arpita Ghosh	Ira Kahali	Nandini Chowdhury	Ramesh Kumar Baddula
Arundhati Choudhuri	Ishita Ganguli	Nandini Mukherjee	Ramprasad Podder
Arup Bardhan	Jagjit Kaur Singh	Naveen Agarwal	Ranjit Sharma
Arup Gooptu	Jaiaditya Singh	Nawneet Sodhani	Rashi Jhajharia Chauhan
Ashmeet Saini	Jayanta Guha	Nayanika Das	Rashi Singhania
Atish Agarwal	Jayanti Sengupta	Neha Binrajka	Rashika Dhir
Avijit Sengupta	Jayashree Chaudhuri	Neha Prahladkar	Ratna Banerjee
Avik	Jayati Saha	Nilanjana Saha	Reetika D
Avni Butala	Jaybrata Datta	Nina Das	Reshmi Agarwal
Babar	Jennifer Avenida	Nirmal Kumar Jain	Rimi Sengupta Ghoshal
Balmik Bangla	Jennifer	Nisha Francis	Rina Sen Sharma
Bandana Bhattacharyya	Jitesh Vabishi	Nisha Prasad	Rina Singh Paul
Bani Dutta	Joydeep Sen Sarma	Nisha Surana	Rinki Sarkar
Bart Hollevoet	Joydip Mukherjee	Nishit Daswani	Rinku Soni
Bart Hollevoet	Jyoti Das	Nivedita Nandy	Ritam Das
Basanti Dutta	K R Chadha	Oindrila Banerjee	Ritu Jhavar

Rituparna Mukherjee	Seema Karnani	Soumalya	Sushma Khemka
Rohan Agarwal	Shahbaz Siddiqui	Soutrik Mukherjee	Suvanu Raha
Rohan Mukherjee	Shaily Mittal	Sreya Sen	Swastika Arora
Rubi Singh	Shaker Ali Hashtag	Sriballabh Bhootra	Sweety Podder
Ruby Sing	Shalini Gupta	Sriyanka Roy	Tamim Akhtar
Rudra Prosad Daw	Shama Dhowan	Srarendra Kr. Kanui	Tamoshi Chakraborty
Rupa Monga	Shambhavi Mehra	Subhankar Ghosh	Tandrima Bhattacharya
Rupam	Shanghamitra Ghoh	Subir Roy	Tanushree Ghosh
S.Lavinder Singh Meher	Shanth Mannige	Suchita Agarwal	Tanya Ahuja
Sabir Khan	Shashidhar Komaravolu	Sudheshna Banerjee	Tarun Sinha Memorial Trust
Saira Dua	Shatabdi Saha	Sudiksha Keshan	Tathagata Gupta
Saket Kandoi	Shradha Hada	Sudip Saha	Tripti Bhattacharyya
Sakshi Goenka	Shradha Saraf	Sujaan Mukherjee	Tuneer Mukherjee
Sakuntala Kanui	Shrey Bahuguna	Sujata Aggarwal	Uddipan Banerjee
Samabayika Partha Saha	Shriya Sengupta	Sujata Mitra	Uma Bajaj
Sanchari Das	Shruti Jaiswal	Sujata Mullick	Urmila Khemkha
Sandeep Didwania	Shubham	Sujatro Ghosh	Usha Pais
Sangeeta Gopinath	Shuvojoy Chowdhury	Sujoy Krishna Mitra	Uttam Kr. Das
Sangeeta Mundhra	Shwetank Mishra	Sukumar Chakraborty	Valmik J
Sanghamitra Ghosh	Shyam Sunder Agarwal	Suman Agarwal	Vandana
Sanghamitra Lahiri	Shyamoli Das & Keya Ghosh	Suman Sardar	Veenu Sachdev
Sanghamitra Roychowdhury	Sibu Das	Sumanjita Maji	Venkatesh Subramanian
Sanghita Chatterjee	Sidhartha Mitra	Sumeru Hazra	Vidushie Shriya Kandoi
Sangita Singhalikar	Siju Mathew	Sumit	Vijay Agarwal
Sanibh Aryan	Siju Susan Mathew	Sumita Basu	Vijay Makkar
Saniya Agarwal	Siuli Jana	Sumita Chatterjee	Vikram
Sanjana	Sk Dattaray	Sumitra Gupta	Vinode Kumar Kapur
Sanjay Rajvanshi	Sneh Kuthiala	Sunder Devi Bhootrq	Vivek Mohta
Sanjukta Basu	Sneha Saha	Sunita Chowdhuri	Wasma Mirza
Sarita Sarna	Snehasish Das	Sunita Kapur	Yash Mimani
Saubhik Ghosh	Soma Roy Acharjee	Sunita Kothari	Zakir
Savita Bihani	Sonakshi Sharma	Supriya Guha	Zoya Saha
Sayan Mukherjee	Sonam Sajita	Surajit Roy	
Sayantana Datta	Sonia Chatterjee	Surendra Kumar Kanui	

## EXHIBITIONS

Urbana
Vivanta
Bengal Club
Art for Relief

# WELL WISHERS

Abin Roy	Jayanta guha
Abir Chatterjee	Kalighat Police station
Alipore Sarbajanin Club, Alipore	Kiran Jhunjhunwala
All India Institute of Hygiene and Public Health, Ward 82	Maniktala Police station
Alokesh Prosad Roy, Controller Of Vagrancy, West Bengal	Manish Rawal- (Samarpan Care Awareness & Rehabilitation Center, Madhya pradesh)
Amra Shobai Club, Chetla	Md. Hussain, Honorable Stakeholder, Ward 54
Antara Das	Md. Mukhtar, Ward 54
Anuradha Talwar	Md. Nizamuddin Shams, Ward 78 Councillor
Anwesha Chakarbarty	Mita Chakraborty
Avijit Banerjee	Mohammad Nadeem
Bank Manager, United Bank of India, Chetla Branch	Mr Kader, Sahid Smriti Sangha Club, Chetla
Bapi Ghosh- Councillor of ward 7	Mr. Biswajit Mitra, Head Master Of Kailash Vidyamandir School
Branch Manager, State Bank Of India, Chetla	Mr. Boral, Sr. Engineer, KMC, Borough - 9
Chetla Ashar Club, Chetla	Mr. Kalicharan Banerjee, Dy.Manager at The Kolkata Municipal Corporation
Debalina Biswas, Ward 74 Councillor	Mr. Santhosh Kumar Das, Advocate, Warden of Kailash Vidyamandir school
Dr Abhiruchi chatterjee	Mr. Subir Nandy, Community Stake holder
Dr Ramananda Satapatti	Mr. Sudipta Manik, Secretary, Janakalyan Samity
Dr. Basudeb Mukherjee, Dy CMHO VI (Incharge Br - II) & N.O. (Ambulance)	Mr. Sukumar Mallick, Community stakeholder
Dr. Bibhakar Bhattacharya, Nodal Officer (Health), DO (F.S.S.A.I)	Mr. Tapan Kar, Asst. Engineer, KMC, Borough - 9
Dr. Debasish Datta, Medical Officer, Ward-26	Narayan Rabi kumar
Dr. Krishna Sankar Ganguly, Executive Health Officer, Br - IX	Nil Ratan Sircar Medical College and Hospital, Kolkata
Dr. Nilanjana Patra, Medical Officer, Ward 11	Nilesh Kamble
Dr. Ranita Sengupta, Dy CMHO & SPIO	Nishtha Goel
Dr. Saziya Asraf, Medical Officer, Ward- 78	Nitai Das Mukherjee, HIVE India
Dr. Shanshi Panja, Minister Of State For Women And Child Development and Social Welfare, Government Of West Bengal	Nupur Roy
Dr. Subha Sen, Medical Officer, Ward - 11	Pallavi Thakare
Dr. Subrata Roy Chowdhury, Chief Municipal Health Officer, KMC	Piyushkumar Vasantlal Shah- (Coordinator: Friends For Women And Children (FFWC), Volunteer Group Of Cid Crime And Railways)
Dr. Sujata Chatterjee, Medical Officer, Ward-78	Sachin Nistane
Dr. Sukti Mukherjee, Executive Health Officer, Br - IV	Shambhunath Pandit Hospital
Dr. T.K. Mukherjee, Hony Adviser (Health)	Shri Anil Pratham IPS (Director General Of Police, Women Cell And Cid Crime, Gujarat)
Dr.Soma Laha, Medical Officer, Ward 82	Shri Ashish Bhatia IPS ( Director General Of Police And Main Police Officer, Gujarat)
Food & Supplies Dept., Government of West Bengal	Shri Debabrata Chattaraj (IAS), State Commissioner for Persons with Disabilities, WB
Hiran Mazmdar	Shri Dipankar Hazra, Social Welfare & Urban Proverty Alleviation Dept., Manager Br- IX
Institute of Psychiatry, Kolkata	Shubhankar Bhowmik, Electoral Registration Officer, Bhawanipur SC
Janab Amiruddin Boby, Ward 54 Councillor - MMIC	Sri Atin Ghosh, Member, Board of Administrators
Janab Fihad Hakim, Councillor (ward-82), Hon'ble Mayor of Kolkata, Minister for Urban Development and Municipal Affairs, West Bengal	Sri Tarak Nath Chattapadhyay, Ward 26 Councilor
Dr. Tabassum Parveen, Medical Officer, Ward 54	Sumita Dheki, community stake holder
Dr. Tapapriya Mazumder, Executive Health Officer (HQ)	Tapan Mondal
Dr. Utpal Kanji, Executive Health Officer, Br - VI	Vanu Deb Biswas

# VOLUNTARY CAREGIVERS FROM THE COMMUNITY

Abdul Quym	Goutam Naskar	Nimai Kr. Dutta	Ranjan
Alo Das	Gulam	Niranjan	Ranjit Biswas
Amala Naskar	Haripada Dey	Noor	Ranjit Saha
Ashok Shetthi	Himansu	Parvez	Rashied
Atul Saha	Indrajit Bag	Prabhat Paswan	Robin Mondal
Baban Ali	Kabli Shetty	Pratap Biswas	Rupa Goswami
Bablu	Kalu	Purnima Naskar	S. Alam
Babu Das	Kalyani Halder	R. Chakarbarty	S. Chowrasia
Bahar Ali	Kanai Lal Sen	Raees Khan	S.Shaw
Barun Bhattacharjee	Karuna Barik	Rajkumar Shaw	Sajjad
Basanti Halder	Karuna Naskar	Raju Hait	Salauddin Alam
Beauty Halder N	Kasinath Ghosh	Raju- Majar	Sambhu Bhowmik
Bhanu Halder	Khalade	Ranjan	Sambhunath Ghosh
Bhola	Krishna Shaw	Ranjit Biswas	Sandip Mukherjee
Bhola Dakar	Kuttobddin Halder	Ranjit Saha	Sanjay Das
Bholanath	M Hait	Rashied	Sanjay Ghosh
Bijay Shaw	M. Alam	Robin Mondal	Sanjay Roy
Binod Sankr	M. Hait	Rupa Goswami	Saud Alam
Binod Shaw	Madhuri Das	S. Alam	Sayed
Biswnath	Manik Pal	S. Chowrasia	Shambu Saha
Bubai	Manoj	S.Shaw	Shekh Latif
Chandan Halder	Md Saddam	Sajjad	Shib Bahadur Maurya
Chandan Shaw	Md. Aftab	Salauddin Alam	Shib Shankar
Chintu Routh	Md. Afzal	Sambhu Bhowmik	Shibu Sil
Choton Ghosh	Md. Amjad	Sambhunath Ghosh	Shyam Bahadur Mouria
Dabashis Goutam	Md. Anish	Sandip Mukherjee	Sk Akhtar
Dhanesh Shaw	Md. Arshad	Sanjay Das	Sk. Ahmed
Dhruv Shetthi	Md. Chinna	Sanjay Ghosh	Sk. Islam
Dipa Das	Md. Irshad	Sanjay Roy	Sk. Samir
Durga Prasad Shaw	Md. Jhair	Saud Alam	Sk. Sukuruli
Faruk	Md. Khalil	Sayed	Sk.Kallu Or A Ali
Ganesh Hait	Md. Mujtab	Shambu Saha	Somnath Chakraborty
Gita Biswas	Md. Nayim	Shekh Latif	Sona Da
Golden Ansari	Md. Osman	Shib Bahadur Maurya	Sona Mukherjee
Gopal Haldar	Md. Sakil	Shib Shankar	Sonu Kumar Gon
Gouri Bag	Md. Shamim (2)	Shibu Sil	Subodh Chandra Das
Goutam Naskar	Md. Taher	Shyam Bahadur Mouria	Sunil Kr. Prasad
Gulam	Md.Tauqir	Sk Akhtar	Suraj Shaw
Haripada Dey	Mihir Das	Sk. Ahmed	Suvam Shaw
Himansu	Mr. Dhiraj	Sk. Islam	Swapan Ghorui
Indrajit Bag	Mukto Das	Sk. Samir	Swapan Mondal
Kabli Shetty	Munna	Sk. Sukuruli	Swapan Saha
Kalu	Mustafa Ahmed	Sk.Kallu Or A Ali	Tandra
Kalyani Halder	Nabab	Somnath Chakraborty	Tapan Biswas
Kanai Lal Sen	Naran Halder	Sona Da	Tapan Chakraborty
Karuna Barik	Nilambar Thakur	Sona Mukherjee	Zafar Imam
Karuna Naskar	Nilu Das	Raju- Majar	

# HOW YOU CAN HELP

Donation Options	Details
Support Medicines for a Client ₹1200	Covers medicines for one client for 3 months
Meals for Male Shelter Clients ₹10,000	Covers breakfast and dinner for one week for 30 residents
Special Occasion Lunch (Non vegetarian) ₹26,000	Special lunch freshly cooked and served in our shelters for 120 clients in celebration or in memory of an occasion
Festival Dresses ₹36,000	Covers new dress for 120 clients
Supporting a Client towards Assisted Community Living in Kashipur ₹13,500	Supports living expenses for 3 months for one client working on an organic farm land owned by Iswar Sankalpa
Corpus Fund ₹50,000	Provides financial stability to the organisation and aids in sustaining the projects

## No Strings Attached

Any amount of your choice can be donated through online transfers, cash or cheque, for the cause of supporting homeless persons with psychosocial disability.

You can also contribute through donations in kind.

## Contact:

wilson@isankalpa.org or +91 8240227124  
udisha@isankalpa.org or +91 9051496627 for more details

## Volunteer & Internship Programmes

Iswar Sankalpa provides a vast range of internships and volunteering opportunities in different ongoing programmes. We invite you to lend your skills and expertise to our cause. To find out more, drop a mail at [hr@isankalpa.org](mailto:hr@isankalpa.org)

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Society Registration No. S/1L/42976  
Date of Registration : 06.03.2007  
IT, Section 12A Registration : DIT(E)/S-27 8E/436/08-09  
IT, 80G, Registration : DIT (E)/2997/8E/436/08-09  
FCRA Registration : 147120892  
PAN : AAAAI1966N

**All Donations are exempted from tax under 80G**



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